



Virginia
Regulatory
Town Hall

Final Regulation Agency Background Document

Agency Name:	Department of Criminal Justice Services
VAC Chapter Number:	6 VAC 20-60-10 through 20-60-100
Regulation Title:	Rules Relating to Compulsory Minimum Training Standards for Dispatchers
Action Title:	Dispatcher Rules
Date:	1/8/02

Please refer to the Administrative Process Act (§ 9-6.14:9.1 *et seq.* of the *Code of Virginia*), Executive Order Twenty-Five (98), Executive Order Fifty-Eight (99) , and the *Virginia Register Form, Style and Procedure Manual* for more information and other materials required to be submitted in the final regulatory action package.

Summary

Please provide a brief summary of the new regulation, amendments to an existing regulation, or the regulation being repealed. There is no need to state each provision or amendment; instead give a summary of the regulatory action. If applicable, generally describe the existing regulation. Do not restate the regulation or the purpose and intent of the regulation in the summary. Rather, alert the reader to all substantive matters or changes contained in the proposed new regulation, amendments to an existing regulation, or the regulation being repealed. Please briefly and generally summarize any substantive changes made since the proposed action was published.

In 1998-99, the Department of Criminal Justice Services completed the first job task analysis for the position of dispatcher. These amendments update the minimum training standards for dispatchers based on the results of the job task analysis, and provide a method for future changes that is more timely and less costly.

Statement of Final Agency Action

Please provide a statement of the final action taken by the agency: including the date the action was taken, the name of the agency taking the action, and the title of the regulation.

The Criminal Justice Services Board (CJSB) amended its regulations relating to entry-level dispatcher training at its meeting on December 13, 2001. The effective date of the amended regulation is January 1, 2003.

Basis

Please identify the state and/or federal source of legal authority to promulgate the regulation. The discussion of this statutory authority should: 1) describe its scope and the extent to which it is mandatory or discretionary; and 2) include a brief statement relating the content of the statutory authority to the specific regulation. In addition, where applicable, please describe the extent to which proposed changes exceed federal minimum requirements. Full citations of legal authority and, if available, web site addresses for locating the text of the cited authority, shall be provided. If the final text differs from that of the proposed, please state that the Office of the Attorney General has certified that the agency has the statutory authority to promulgate the final regulation and that it comports with applicable state and/or federal law.

The statutory authority to amend regulations relating to entry-level dispatcher training is set forth by Section 9-170(8) of the Code of Virginia (1950) as amended.

Purpose

Please provide a statement explaining the need for the new or amended regulation. This statement must include the rationale or justification of the final regulatory action and detail the specific reasons it is essential to protect the health, safety or welfare of citizens. A statement of a general nature is not acceptable, particular rationales must be explicitly discussed. Please include a discussion of the goals of the proposal and the problems the proposal is intended to solve.

Current rules became effective in 1989 with some amendments in 1994. The purpose of these amendments is to update and set forth training mandates and compulsory minimum training standards based on the job task analysis conducted in 1998-1999. Every newly employed dispatcher attending entry-level dispatcher training must meet these standards in order to assure a minimum competency in the performance of dispatcher duties throughout the Commonwealth. The safety and welfare of the public is paramount in setting forth requirements while providing protection from incompetent or unqualified persons from performing dispatcher duties.

Substance

Please identify and explain the new substantive provisions, the substantive changes to existing sections, or both where appropriate. Please note that a more detailed discussion is required under the statement of the regulatory action's detail.

The substance of these regulations is in 6 VAC 20-60-20 and is three-fold. First, the standard requires satisfactory completion of the performance outcomes approved by the Criminal Justice Services Board. Second, the standard requires the satisfactory completion of all on-the-job training objectives. Additionally, in 6 VAC 20-60-40, dispatchers are required to meet the training standards within twelve months of employment as a dispatcher. Extensions may be given in certain circumstances. Finally, provisions are set forth in the rules that establish minimum requirements for training providers.

Issues

Please provide a statement identifying the issues associated with the final regulatory action. The term "issues" means: 1) the advantages and disadvantages to the public of implementing the new provisions; 2) the advantages and disadvantages to the agency or the Commonwealth; and 3) other pertinent matters of interest to the regulated community, government officials, and the public. If there are no disadvantages to the public or the Commonwealth, please include a sentence to that effect.

The advantages these regulations provide to the public are the assurance of a minimum level of competency required by all dispatchers in the Commonwealth; involvement of the Committee on Training, the legislatively established body representing every aspect of the criminal justice system and criminal justice services, as the approving authority for revisions or updates to the training objectives to provide guidance for the delivery of entry-level dispatcher training; and delivery of training through a certified training academy. The Criminal Justice Services Board remains the adopting authority for revisions to the rules.

Statement of Changes Made Since the Proposed Stage

Please highlight any changes, other than strictly editorial changes, made to the text of the proposed regulation since its publication.

6 VAC 20-60-10 Definitions.

1. Change "Agency administrator" to read as follows: means any chief of police, sheriff, or agency head of a state or local law enforcement agency or non-law enforcement head of a communications center.
2. Change "Certified training academy" to read as follows: means a training facility in compliance with academy certification standards and operated by the state or local unit(s) of government for the purpose of providing instruction of compulsory minimum training standards.

- 3. Changes “Director” to read as follows: means the chief administrative officer of the Department of Criminal Justice Services.

6 VAC 20-60-20 Compulsory minimum training standards.

Change B. Categories of Training Listed Below to read as follows:

- 1. Category 1 – Communications
- 2. Category 2 – Judgment
- 3. Category 3 – Legal Issues
- 4. Category 4 – Professionalism
- 5. Category 5 – On the Job Training

6 VAC 20-60-40 Time requirement for completion of training.

Change C. to read as follows: Any dispatcher, having previously and successfully completed the Compulsory Minimum Training Standard, who resigns and is re-appointed within 24 months from departure, will not be required to complete the Academy training class.

6 VAC 20-60-50 Compliance with compulsory minimum training standards.

Change the last sentence of C. to read as follows: Effective January 1, 2003, all entry-level training programs shall meet the requirements of 6 VAC 20-60-100.

Public Comment

Please summarize all public comment received during the public comment period and provide the agency response. If no public comment was received, please include a statement indicating that fact.

Public comment focused on three areas. First was a request to change the definition of dispatcher with several suggestions being made. Agency response: the current definition is in the Code of Virginia and any changes to this must be done legislatively. Second was a request by many agencies to take all objectives and testing criteria related to on-the-job training and place these together in a separate category. This was done and resulted in a formatting change that reduced the number of categories. This change is reflected above in 6 VAC 20-60-20. Third was a request by several academies to change the effective date from July 1, 2002 to January 1, 2003. This was done and is reflected above in 6 VAC 20-60-50.

Detail of Changes

Please detail any changes, other than strictly editorial changes, that are being proposed. Please detail new substantive provisions, all substantive changes to existing sections, or both where appropriate. This statement should provide a section-by-section description - or crosswalk - of changes implemented by the proposed regulatory action. Include citations to the specific sections of an existing regulation being amended and explain the consequences of the changes.

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Family Impact Statement

Please provide an analysis of the regulatory action that assesses the impact on the institution of the family and family stability including the extent to which the regulatory action will: 1) strengthen or erode the authority and rights of parents in the education, nurturing, and supervision of their children; 2) encourage or discourage economic self-sufficiency, self-pride, and the assumption of responsibility for oneself, one's spouse, and one's children and/or elderly parents; 3) strengthen or erode the marital commitment; and 4) increase or decrease disposable family income.

These amendments indirectly impact the family and family stability in terms of the assurance of competent resources to provide emergency services should any family member be in need of these. Charges for emergency services are determined by localities, but many localities provide these services free.